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of the world with IBM Rescue and
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May - July 2004

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technology for excellent
wireless performance

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Develop a PC strategy to help you win

Lower your PC costs with IBM solutions for large enterprise customers

IBM innovations are focussed on helping businesses get ahead. Our ThinkVantage Technologies help you solve computing challenges that threaten your effectiveness daily. Whilst the IBM Think family of offerings harness IBM industrial design excellence to provide simplicity and enhanced usability.



Over and above the technology, large enterprise customers now expect a direct relationship with a vendor to achieve the most cost-efficient solution.

The IBM Large Enterprise Direct programme addresses the evolving needs of large companies and helps you drive down the cost of owning PCs. IBM's direct solution, available in 40 countries, enables you to establish 'best practices' such as standardising on PC hardware, managing hardware pricing and controlling every PC.

Order direct...track in real-time

Selecting IBM technology is now faster and easier with IBM Easy Access. It is more than a personalised Web site built by IBM for your company. It's a tool to help you easily manage the otherwise complex, time-consuming task of selecting, managing and procuring IT products and services for your business.

Test drive the IBM Easy Access Web demo at ibm.com/easyaccess/eademo

Quality through and through

IBM's manufacturing and test capabilities are world class, with the capability to provide custom solutions with unique image loads and OEM hardware integration. With these services, your PCs arrive for immediate deployment. Ask about IBM **custom image services** and **hardware integration services**.

IBM. Always there for you

As the world's largest computer service provider, IBM has the resources to keep your business up and running. As part of the Large Enterprise Direct programme, you can take advantage of support personalised for your business, including:

- **Technical Support Assurance Representative (TSAR)**
- **Electronic call submission and monitoring**
- **Asset Disposition Services**
- **Enhanced Support Service**

Contact your IBM representative to find out more about IBM LE Direct.

ibm.com/pc/europe/ppg

Help at your fingertips with IBM PCs

IBM ThinkVantage Technologies are dedicated to delivering maximum productivity for your business, by making your computer systems as efficient and self-reliant as possible. Below is a selection of the latest tools and technologies that make it easy to manage and maintain IBM PCs.

Pre-loaded advantage

ThinkPad notebooks and ThinkCentre desktops provide your business with a wealth of pre-installed tools to help you make the most of your IBM PCs from the moment they are installed. These include the following:



IBM Rescue and Recovery with Rapid Restore is a one-button solution that includes a set of self recovery tools to help users diagnose, get help and recover from a software crash, even if the primary operating system will not boot. It helps with everything from complete software failure to occasions when you need only to restore a corrupted or deleted file.
(Preloaded on the latest ThinkPad Notebooks)

The IBM Hard Drive Active Protection System (APS) is like an airbag for your ThinkPad. It helps to protect the hard disk drive with an "accelerometer" motion sensor which continuously monitors the ThinkPad, and helps prevent hard drive damage and errors when a fall or similar event is detected. IBM provides ThinkPad Hard Drive Active Protection System on the ThinkPad T41, ThinkPad X40 and ThinkPad R50.

IBM Access Connections software helps your users manage their wired and wireless settings. It enables them to quickly switch both the network and Internet settings by choosing a defined location profile. By switching the location profile, they can connect to the network instantly without reconfiguring their settings when they move from office to home or on the road.

Access IBM provides easy access to on-system and online information including IBM Service and Support, helping to reduce the burden on your helpdesk and support structure.

System Migration Assistant quickly and accurately migrates user, system and network settings along with e-mail and data to a new PC. It has an easy-to-use GUI for end-user-driven migrations and a silent mode that automates the migration process to a large number of systems.

Software Delivery Assistant helps to create a software image containing all your organisations applications and work groups, ready for deployment.

The **IBM Embedded Security Subsystem** on selected ThinkPad notebooks and ThinkCentre desktops gives you hardware and software based protection for your data and intellectual property. It's easy to encrypt files and folders on a local hard drive to secure valuable data, preventing any unauthorised external access.

Extra manageability

ImageUltra Builder Image creation software that helps to simplify and lower the cost of image management <ul style="list-style-type: none">English Version 2.0 (up to 30 client licences)French Version 2.0 (up to 30 client licences)German Version 2.0 (up to 30 client licences)For selected Non-IBM systems, up to 10K licencesNon-IBM systems, over 10K LicencesFor IBM systems, up to 10K LicencesFor IBM systems, over 10K Licences	(IBM Partnumber) 03R0049 03R0041 03R0043 58P8629 58P8630 58P8718 58P8719
System Migration Assistant (4.1) quickly and accurately migrates user, system and network settings along with e-mail and data to a new PC. (CD and 1 client licence with French, Italian, German, Spanish Lang Support)	03R0138
Software Delivery Assistant	03R0023

For software downloads and more information go to: ibm.com/pc/europe/think/en/thinkvantage

IBM Global and Workhorse models

IBM offers specific **Workhorse**, **Global** and **Global Workhorse** models of ThinkPad notebooks, ThinkCentre desktops, xSeries servers and IntelliStation workstations to simplify IT deployments.

Stable Configurations - Workhorse models

Workhorse models feature hardware configurations that remain unchanged for up to twelve months, allowing organizations to plan deployments over an extended period, without the need to rework software images. Look for 🇮🇹 in online catalogues and 'WH' in this guide.

World Wide Coverage - Global models

Global models feature a configuration available in more than 60 countries worldwide, allowing companies to implement IT policies across the organisation without fear of compatibility problems. Look for 🌐 in online catalogues and 'GM' in this guide.

Supreme Combination - Global Workhorse models

These models combine the advantages of both the global and workhorse programmes. A period of stability to make deployments easier to manage with the convenience of uniform configurations around the world. Look for 🌐🇮🇹 in online catalogues and 'WH/GM' in this guide.

IBM Global Financing

IBM Global Financing (IGF) offers Business Partners and customers flexible leasing helping them to obtain IBM's latest technology. PC financing via IGF helps companies maintain an up-to-date IT portfolio, improve tracking of users, software, upgrades and asset locations, and dispose of older equipment.

IBM Global Financing Offerings

Customer Financing

- **SuccessLease:** Customers can manage all leased products with one contract, for agreements under €50K.
- **Rapid Financing:** PC solutions are handled by simple rate cards, for agreements between €50K and €500K.
- **Flexible Financing:** Tailored to individual customer's needs, for agreements over €500K.

Business Partner Financing

To meet growth targets, Business Partners need both credit and capital at the right time in the sales cycle and in the right amounts. Working capital financing from IGF provides both. Solutions can be specially tailored to their needs with asset-based inventory financing, accounts receivable financing, and term loans.

IBM Asset Disposition & Support Services

Re-cycling is becoming more important for many customers as local country laws on environmentally safe disposal of IT equipment take effect. IGF can manage Residual Value by remarketing certified used equipment, and offers IT disposition services (ADSS) to dispose of end-of-life equipment.

Contacting IGF:

France:	Visit ibm.com/financing/fr	
Germany:	Visit ibm.com/financing/de	
Italy:	Visit ibm.com/financing/it	
Spain:	Visit ibm.com/financing/es	
UK:	Visit ibm.com/financing/uk	or email GFHELP@uk.ibm.com

IBM ThinkCentre family

Highlights



Power and flexibility

Choose ThinkCentre desktops for the latest PC technology. Intel Pentium 4 processors featuring Intel Hyper-Threading deliver enhanced performance (on selected models) together with IBM Double Data Rate (DDR) memory, serial ATA hard drives (on selected models) and 8 USB ports for fast expansion. Optional video cards from ATI and NVIDIA on A Series 'Individual models' are ideal for work in multimedia-based environments.



Serviceable, manageable desktops

Multiple chassis designs give you a choice of ThinkCentre desktops for almost any environment. M Series offers the convenience of three designs - Tower, Desktop or Small Desktop, all of which have a single common software image for superior manageability. The S Series offers a small form factor for situations where office space is a key concern, but still has full sized desktop components and a completely tool-less interior. Tool-less PCI slots feature on all ThinkCentre models to minimise the resource needed for servicing the system.



IBM ThinkVantage tools for System deployment and recovery

IBM Rapid Restore Ultra (preloaded) reduces IT hassles by restoring the operating system, applications and files should a corruption occur. SDA, SMA and ImageUltra tools are also available to help the IT department efficiently control software deployment, migration and update activities.



Embedded security

The IBM Embedded Security Subsystem, (a ThinkVantage technology) provides a hardware- and software based solution on selected ThinkCentre desktops, providing a secure environment for authentication and Public Key Infrastructure (PKI) and Virtual Private Networking (VPN) communications. (Requires download of security software from IBM and third-party digital certificate).



Latest communication technology

ThinkCentre offers a full choice of communications including an integrated Intel PRO/1000 MT Network Connection (on selected models) for Gigabit Ethernet and optional Wi-Fi certified Wireless LAN PCI adapters for hard-to-network environments.



Worldwide service and support

With worldwide support locations and a choice of optional service plans, you have the technical back-up you need. On-system and Online support through Access IBM and Access Support.

Which ThinkCentre desktop is right for you?



Stability and manageability for the enterprise



IBM ThinkCentre M Series

Highlights

- **Intel® Pentium® 4 processors featuring Intel Hyper-Threading Technology deliver enhanced performance (on selected models)**
- **Stable platform available for up to 18 months, following general availability to help reduce testing and qualification costs (select models)**
- **IBM ThinkVantage design delivers a durable steel chassis with tool-less interior design, a common system board and a common software image to simplify maintenance, deployment and support.**
- **Security models featuring the IBM Embedded Security Subsystem 2.0, an IBM ThinkVantage Technology, tamper detection switch and system cover lock**
- **Industry-leading manageability tools for rapid system deployment and remote systems management**
- **Three-year parts and labor (onsite service) limited warranty (on select models, varies by country)**
- **Range of new optional ThinkVision monitors to complement your ThinkCentre desktop, including power-saving flat panel monitors**

Specifications

Processor/Level 2 cache	M50: (Intel Pentium 4 Processor) Intel 865G Up to 3.06 GHz with 533MHz FSB. Up to 3.20 GHz with 800 MHz FSB and Hyper-Threading Technology. Common Preload shared with ThinkCentre S50. 1 MB Cache featured on selected new models. (512 KB on previous models) Models with 533 MHz FSB and 3.06 GHz Intel Pentium 4 processor or all models with 800 MHz FSB can benefit from Intel Hyper-Threading Technology. This new performance enhancing technology brings multi-tasking capabilities to your ThinkCentre desktop.
Intel Hyper-Threading Processor Technology	
Preloaded operating system	Microsoft Windows XP Professional. IBM recommends Microsoft Windows XP Professional for Business
Memory	M50 - PC2700 DDR SDRAM , 4 DIMM sockets with Dual Channel Memory support (Note: Dual Channel Memory requires a specific configuration of identical DIMM's from the same manufacturer)
Video Graphics and Audio	Integrated Intel Extreme Graphics 2 (Dynamic Video Memory Technology) + 8x AGP slot for additional graphics adapter. Audio - Front microphone and headphone ports, Integrated SoundMAX Cadenza, internal speaker, line in/out.
Hard drive	Ultra ATA-100 (7200rpm rotational speed) + selected models feature Serial ATA-150 for improved interface speeds and cable routing.
Keyboard / Mouse / Diskette	IBM Preferred Pro Keyboard, IBM Optical Wheel mouse (USB) or IBM 2-Button Wheel mouse (PS/2), 3.5" 1.44MB Diskette drive.

Network Interface/Communication	Integrated Intel PRO/1000 (Gigabit Ethernet) or Integrated Intel PRO/100 Ethernet. (Both with remote Wake on LAN capability)
Security Features (select models)	System Key Lock, Detection Tamper Switch, IBM Embedded Security Subsystem 2.0 delivering software and hardware based protection.
Slots, Bays and Ports	<p>Small Desktop - (8185) - (4x3). 3 Toolless PCI slots (Low Profile), 1 AGP slot. 3 Bays (up to half height (HH))</p> <p>Bays: (1) 3.5" Accessible (Diskette), (1) 3.5" Non-Accessible (Hard Disk) and (1) 5.25" HH Accessible (Optical)</p> <p>(1) serial, (1) parallel, (8) USB 2.0 (two front and six rear) (2) PS/2 keyboard and mouse</p> <p>Desktop - (8187) - (4x4). 3 Toolless PCI slots (Full Length, Full Height), 1AGP slot. 4 Bays (up to half height)</p> <p>4 bays: (1) 3.5" Accessible (Diskette), (1) 3.5" Non-Accessible (hard Disk), (1) 5.25" HH Accessible (Optical) and (1) 5.25" HH Accessible (Open)</p> <p>(1) serial port, (1) parallel, (8) USB 2.0 (two front and six rear) (2) PS/2 keyboard and mouse</p> <p>Tower - (8189) - (4x5) - 3 Toolless PCI slots (three quarter Length, Full Height), 1 AGP slot. 5 Bays (up to half height). 5 bays: (1) 3.5" Accessible (Diskette), (1) 3.5" Accessible (open) , (1) 3.5" Non-Accessible (hard disk), (1) 5.25" HH Accessible (optical) and (1) 5.25" HH Accessible (open). (1) serial port, (1) parallel, (8) USB 2.0 (two front and six rear) (2) PS/2 keyboard and mouse</p>
Software (Varies by country)	<p>Preloaded: Access IBM, IBM Rapid Restore Ultra software - IBM ThinkVantage Technology enhanced productivity tools..</p> <p>Adobe Acrobat Reader, IBM RecordNow and DLA (CD-RW models only), Intervideo WinDVD player (DVD models only), Norton AntiVirus (OEM Edition) with 3 Months of subscription for updates included, PC-Doctor, Update Connector</p> <p>Downloadable: IBM Client Security Software (Embedded Security Subsystem 2.0 models only), IBM Director Agent, Software Delivery Assistant, System Migration Assistant</p> <p>License: Lotus Notes Standalone Client (license), Lotus SmartSuite (license)</p>
Warranty	3 Year Parts and Labour, Onsite.

ThinkCentre M Series Model Comparison

		Processor Speed (GHz)		Intel® ChipSet		Front Side Bus Speed (MHz)		Memory: standard/maximum (MB/GB)		Internal Cache		Hard Disk Drive Size (GB)		Serial ATA Hard Drive		Optical Drive		Ethernet (10/100 or Gigabit)		Embedded Security Subsystem		Slots: total/available		Bay(s): total/available		IBM USB Optical Wheel Mouse		IBM PS/2 Wheel Mouse		Mouse (2 Button)		Part number		Model Type	
M50 - Desktop 4x4 with Intel® Pentium® 4 Processor																																			
		2.80	865G	533	256/4	1MB	40		CD-ROM		10/100	4/4	4/1	✓		PMB33xx	8187-33G																		
		2.80	865G	533	512/4	512KB	40		CD-ROM		10/100	4/4	4/1		✓	PMBE2xx	8187-E2G																		
		2.80	865G	533	256/4	512KB	40		CD-ROM		10/100	4/4	4/1		✓	PMBE5xx	8187-E5G																		
M50 - Desktop 4x4 with Intel Pentium 4 Processor with Hyper-Threading Technology																																			
		2.80	865G	800	256/4	512KB	40		DVD-ROM		10/100	✓	4/4	4/1	✓	PMB7Exx	8187-7EG																		
		2.80	865G	800	512/4	512KB	40		DVD-ROM		Gbit.	✓	4/4	4/1	✓	PMBE9xx	8187-E9G																		
		2.80	865G	800	512/4	512KB	40		CD-ROM		10/100	✓	4/4	4/1	✓	PMBEGxx	8187-EGG																		
WH		3.00	865G	800	512/4	512KB	40		DVD-ROM		Gbit.	✓	4/4	4/1	✓	PMBF4xx	8187-F4G																		
		3.00	865G	800	512/4	512KB	40		DVD-ROM		10/100	✓	4/4	4/1	✓	PMBF5xx	8187-F5G																		
		3.06	865G	533	256/4	512KB	40		CD-ROM		10/100		4/4	4/1		✓	PMBF3xx	8187-F3G																	
		3.06	865G	533	512/4	512KB	40		DVD-ROM		Gbit.	✓	4/4	4/1	✓	PMBF8xx	8187-F8G																		
		3.20	865G	800	256/4	512KB	40		CD-ROM		10/100		4/4	4/1		✓	PMBG5xx	8187-G5G																	
		3.20	865G	800	512/4	512KB	40		CD-ROM		10/100		4/4	4/1		✓	PMBG6xx	8187-G6G																	
		2.80E	865G	800	512/4	1MB	40		CD-ROM		10/100	✓	4/4	4/1	✓	PMB36xx	8187-36G																		
WH		3E	865G	800	512/4	1MB	40		CD-ROM		Gbit.		4/4	4/1	✓	PMB43xx	8187-43G																		
		3E	865G	800	512/4	1MB	40		DVD-ROM		10/100	✓	4/4	4/1	✓	PMB46xx	8187-46G																		
M50 - Small Desktop 4x3 with Intel Pentium 4 Processor																																			
		2.80	865G	533	512/4	512KB	40		CD-ROM		10/100		4/4	3/0		✓	PMA31xx	8185-31G																	
M50 - Tower 4x5 with Intel Pentium 4 Processor																																			
		2.80	865G	533	256/4	1MB	40		CD-ROM		10/100		4/4	5/2	✓	PMC35xx	8189-35G																		
GM		2.80	865G	533	256/4	512KB	40		CD-ROM		10/100		4/4	5/2	✓	PMCE1xx	8189-E1G																		
		2.80	865G	533	512/4	512KB	40		CD-ROM		10/100		4/4	5/2		✓	PMCE3xx	8189-E3G																	
		2.80	865G	533	256/4	512KB	40		DVD-ROM		Gbit.	✓	4/4	5/2	✓	PMCE5xx	8189-E5G																		
M50 - Tower 4x5 with Intel Pentium 4 Processor with Hyper-Threading Technology																																			
		2.80	865G	800	256/4	512KB	40		CD-ROM		10/100		4/4	5/2		✓	PMC7Cxx	8189-7CG																	
		2.80	865G	800	256/4	512KB	40		DVD-ROM		10/100	✓	4/4	5/2	✓	PMC7Mxx	8189-7MG																		
		2.80E	865G	800	512/4	1MB	80		DVD-ROM/CD-RW		10/100	✓	4/4	5/2	✓	PMC7Jxx	8189-7JG																		
		2.80	865G	800	512/4	512KB	40		CD-ROM		10/100	✓	4/4	5/2	✓	PMCE7xx	8189-E7G																		
		2.80	865G	800	512/4	512KB	40		DVD-ROM		Gbit.	✓	4/4	5/2	✓	PMCEAxx	8189-EAG																		

	Processor Speed (GHz)	Intel® ChipSet	Front Side Bus Speed (MHz)	Memory: standard/maximum (MB/GB)	Internal Cache	Hard Disk Drive Size (GB)	Serial ATA Hard Drive	Optical Drive	Ethernet (10/100 or Gigabit)	Embedded Security Subsystem	Slots: total/available	Bays: total/available	IBM USB Optical Wheel Mouse	IBM PS/2 Wheel Mouse	Mouse (2 Button)	Part number	Model Type
	3.00	865G	800	512/4	512KB	80	✓	DVD-ROM	10/100	✓	4/4	5/2	✓		PMCF4xx	8189-F4G	
	3.00	865G	800	512/4	512KB	40		DVD-ROM	Gbit.	✓	4/4	5/2	✓		PMCF6xx	8189-F6G	
	3.06	865G	533	256/4	512KB	40		CD-ROM	10/100		4/4	5/2		✓	PMCF2xx	8189-F2G	
	3.20	865G	800	512/4	512KB	40		CD-ROM	10/100		4/4	5/2		✓	PMCG2xx	8189-G2G	
	3.20	865G	800	256/4	512KB	40		CD-ROM	10/100		4/4	5/2		✓	PMCG5xx	8189-G5G	
	3.20	865G	800	512/4	512KB	40		DVD-ROM	Gbit.	✓	4/4	5/2	✓		PMCG7xx	8189-G7G	
	2.80E	865G	800	512/4	1MB	40		CD-ROM	10/100	✓	4/4	5/2	✓		PMC3Cxx	8189-3CG	
WH	3E	865G	800	512/4	1MB	40		CD-ROM	Gbit.		4/4	5/2	✓		PMC46xx	8189-46G	
	3E	865G	800	512/4	1MB	40		DVD-ROM	10/100	✓	4/4	5/2	✓		PMC4DXX	8189-4DG	

Selected ThinkCentre Accessories & Upgrades

IBM ThinkVision L170p 17.0in Hybrid TFT LCD (17.0in/432mm VIS) TCO-99 Business Black Colour Monitor T34HBxx

IBM Multi-Burner Plus 22P7036

160GB Serial ATA Hard Disk Drive 09N4254

IBM ThinkVision C170 17in Flat CRT (16.0in/406mm VIS) TCO-99 Business Black Colour Monitor T3766xx

USB Optical Wheel Mouse 06P4069

WH = Workhorse GM = Global Models E = Intel® Pentium® 4 Processor with 1MB Cache. For additional ThinkCentre compatible options refer to ThinkCentre Options table at the end of the ThinkCentre section.

Great technology and affordable prices



IBM ThinkCentre A Series

Highlights

- **Intel® Pentium® 4 processors featuring Hyper-Threading Technology (on selected models only) deliver enhanced performance**
- **Enhanced multimedia features including upgradable graphics (select models) and a range of optional optical drives to edit digital images, create presentations and more**
- **IBM Rapid Restore Ultra software, an IBM ThinkVantage Technology, offers one-button recovery and restore solution that lets you restore previously saved files or data, including applications and operating**
- **IBM Systems Migration Assistant, an IBM ThinkVantage Technology, quickly and accurately migrates user system settings, e-mail, and data from your former PC to your new one**
- **Three-year parts and labour (customer carry-in) limited warranty (varies by model and country)**
- **Range of new optional ThinkVision monitors to complement your ThinkCentre desktop, including power saving flat panel monitors**

Specifications

Processor/Level 2 cache	A50p: (Intel Pentium 4 Processor) Intel 865G Up to 3.06 GHz with 533MHz FSB. Up to 3.20 GHz with 800 MHz FSB and Hyper Threading Technology. A30: (Intel Celeron Processor) Intel 845GL Up to 2.40 GHz with 400MHz FSB
Intel Hyper-Threading Processor Technology	Models with 533 MHz FSB and 3.06 GHz Intel Pentium 4 processor or all models with 800 MHz FSB can benefit from Hyper-Threading Technology. This new performance enhancing technology brings multi-tasking capabilities to your ThinkCentre desktop. 1 MB Cache featured on selected new models. (512 KB on previous models)
Operating System:	Microsoft Windows XP Professional or Microsoft Windows XP Home. IBM recommends Microsoft Windows XP Professional for Business
Memory	A50p - PC2700 DDR SDRAM, 4 DIMM sockets with Dual Channel Memory support. (Dual Channel Memory requires a specific configuration of identical DIMM's from same manufacturer) A30 - 2 DIMM sockets.
Video Graphics and Audio	A50p - Integrated Intel Extreme Graphics 2 (Dynamic Video Memory Technology) + 8x AGP slot. The "Individual models" feature high performance graphics cards, including ATI RADEON 9600 128 MB. A30 - Integrated Intel Extreme Graphics 2 Audio - Front microphone and headphone ports, Integrated SoundMAX Cadenza, internal speaker, line in/out.
Hard drive	Ultra ATA-100 (7200rpm rotational speed) + selected models feature Serial ATA-150 for improved interface speeds and cable routing.
Keyboard / Mouse / diskette	IBM Preferred Pro Keyboard, IBM Optical or PS2 Button mouse (varies by model), 3.5" 1.44MB Diskette drive.
Network Interface/Communication	Integrated Intel PRO/100 Ethernet. (With remote Wake on LAN capability), IBM 56Kbps PCI modem

Individual models	<p>Feature multimedia enhancements including Rapid Access IIIe USB keyboard, External Speakers, high performance graphics card and selected models have</p> <p>Microsoft Works Suite. Selected New models also include IEEE 1394 adapter for a high speed digital video connection.</p>
Slots, Bays and Ports	<p>(8191) A30 Desktop - (3x4). 3 Toolless PCI slots (Full Length, Full Height), 4 Bays (up to half height (HH))</p> <p>4 bays: (1) 3.5" Accessible (Diskette), (1) 3.5" Non-Accessible (hard Disk), (1) 5.25" HH Accessible (Optical) and (1) 5.25" HH Accessible (Open)</p> <p>(1) serial, (1) parallel, (6) USB 2.0 (two front and four rear) (2) PS/2 keyboard and mouse</p> <p>(8193) A50p Desktop - (4x4). 3 Toolless PCI slots (Full Length, Full Height), 1AGP slot. 4 Bays (up to half height)</p> <p>4 bays: (1) 3.5" Accessible (Diskette), (1) 3.5" Non-Accessible (hard Disk), (1) 5.25" HH Accessible (Optical) and (1) 5.25" HH Accessible (Open)</p> <p>(1) serial port, (1) parallel, (8) USB 2.0 (two front and six rear) (2) PS/2 keyboard and mouse</p> <p>(8194) A50p Tower - (4x5) - 3 Toolless PCI slots (three quarter Length, Full Height), 1 AGP slot. 5 Bays (up to half height)</p> <p>5 bays: (1) 3.5" Accessible (Diskette), (1) 3.5" Accessible (open) , (1) 3.5" Non-Accessible (hard disk), (1) 5.25" HH Accessible (optical) and (1) 5.25" HH Accessible (open)</p> <p>(1) serial port, (1) parallel, (8) USB 2.0 (two front and six rear) (2) PS/2 keyboard and mouse</p>
Software (Varies by country)	<p>Preloaded: Access IBM, IBM Rapid Restore Ultra software - IBM ThinkVantage Technology enhanced productivity tools..</p> <p>Adobe Acrobat Reader, IBM RecordNow and DLA (CD-RW models only), Intervideo WinDVD player (DVD models only), Norton AntiVirus (OEM Edition), with 3 Months of subscription for updates included, PC-Doctor, Update Connector Downloadable: IBM Director Agent, Software Delivery Assistant, System Migration Assistant License: Lotus Notes Standalone Client (license), Lotus SmartSuite (license)</p>
Warranty:	3 Year Parts and Labour (Customer Carry-in)

ThinkCentre A Series Model Comparison

	Processor Speed (GHz)	Intel ChipSet	Front Side Bus Speed (MHz)	Memory - standard/maximum (MB/GB)	Internal Cache	Graphic Card Type	56K PC Modem	Hard Disk Drive Size (GB)	Serial ATA Hard Drive Optical Drive 1	Optical Drive 2 (CD-RW)	Slots: total/available	Bays: total/available	IBM USB Optical Wheel Mouse	IBM PS/2 Wheel Mouse	Mouse (2 Button)	Microsoft® Windows® XP Professional	Microsoft® Windows® XP Home Edition	Part number	Model Type
A30 - Desktop 3x4 with Intel Celeron Processor																			
New!	2.40	845GL	400	128/2	128KB	40	CD-ROM	3/3	4/1	✓	✓	✓				PLX75xx	8191-75G		
	2.40	845GL	400	256/2	128KB	40	CD-ROM	3/3	4/1	✓	✓	✓				PLX7Bxx	8191-7BG		
	2.40	845GL	400	256/4	128KB	40	CD-ROM	3/3	4/1	✓	✓	✓				VA3F2xx	8191-F2G		
	2.66	845GV	533	256/2	512KB	40	CD-ROM	3/3	4/1	✓	✓	✓				PLX7Exx	8191-7EG		
A30 - Tower 3x5 with Intel Celeron Processor																			
	2.40	845GL	400	256/2	128KB	40	CD-ROM	3/3	5/2	✓	✓	✓				PLY72xx	8198-72G		
	2.40	845GL	400	128/2	128KB	40	CD-ROM	3/3	5/2	✓	✓	✓			✓	PLY76xx	8198-76G		
A30 - Tower 3x5 with Intel Pentium 4 Processor																			
New!	2.66	845GV	533	256/2	512KB	40	CD-ROM	3/3	5/2	✓	✓	✓				PLY74xx	8198-64G		
A50 - Tower 4x5 with Intel Pentium 4 Processor																			
New!	2.80		533	256/4	512KB	80	DVD-ROM	4/4	5/2	✓			✓			PLB7Sxx	8194-7SG		
A50p - 4x5 Individual model with Multi-Media Features with Intel Pentium 4 Processor with Hyper-Threading Technology																			
	2.80E	865G	800	512/4	1MB	ATI 9600	✓ 160	✓	DVD-ROM	✓	4/1	5/1	✓			KP3CGxx	8194-3CG		
	3E	865G	800	512/4	1MB	ATI 9600	✓ 160	✓	DVD-ROM	✓	4/1	5/1	✓			KP4DGxx	8194-4DG		
A50p - Desktop 4x4 with Intel Pentium 4 Processor																			
	2.80	865G	533	256/4	512KB	40	CD-ROM	4/4	4/1	✓	✓	✓				PLA79xx	8193-79G		
A50p - Tower 4x5 with Intel Pentium 4 Processor																			
	2.80	865G	533	256/4	512KB	40	CD-ROM	4/4	5/2	✓	✓	✓				PLB79xx	8194-79G		
	2.80	865G	533	256/4	512KB	40	CD-ROM	4/4	5/2	✓	✓	✓			SBE	PLB7Axx	8194-7AG		
A50p - Tower 4x5 with Intel Pentium 4 Processor with Hyper-Threading Technology																			
	2.80E	865G	800	512/4	1MB	ATI 9200	✓ 120		DVD-ROM/CD-RW	4/1	5/2	✓			✓	PLB7Pxx	8194-7PG		
	3.00	865G	800	256/4	512KB	40	CD-ROM	4/4	5/2	✓			✓		✓	PLB7Yxx	8194-47G		
	3.06	865G	533	256/4	512KB	40	CD-ROM	4/4	5/2	✓	✓	✓	✓	✓	✓	PLB7Cxx	8194-7CG		
	2.80	865G	800	256/4	512KB	40	CD-ROM	4/4	5/2	✓	✓	✓				PLB31xx	8194-31G		
	2.80	865G	800	512/4	512KB	40	DVD-ROM	4/4	5/2	✓	✓	✓				PLB32xx	8194-32G		
	2.80E		800	512/4	1MB	40	DVD-ROM	4/4	5/2	✓	✓	✓				PLB3Bxx	8194-3BG		
	3.00	865G	800	256/4	512KB	40	CD-ROM	4/4	5/2	✓	✓	✓				PLB41xx	8194-41G		
	3.00	865G	800	512/4	512KB	40	DVD-ROM	4/4	5/2	✓	✓	✓				PLB42xx	8194-42G		
	3.20	865G	800	512/4	512KB	40	CD-ROM	4/4	5/2	✓	✓	✓				PLB51xx	8194-51G		
	3.20	865G	800	512/4	512KB	40	DVD-ROM	4/4	5/2	✓	✓	✓				PLB52xx	8194-52G		
	3E	865G	800	512/4	1MB	40	DVD-ROM	4/4	5/2	✓	✓	✓				PLB4Bxx	8194-4BG		

Selected ThinkCentre Accessories & Upgrades	
48x/24x/48x/16x Max CD-RW/DVD-ROM Combination Drive	22P7031
Portable 40GB USB 2.0 Hard Drive with Rapid Restore	09N4255
USB Optical Wheel Mouse	06P4069
64MB NVIDIA Quadro4 200NVS VGA/DVI-I Dual Head Graphics Adapter	33L3543
IBM ThinkVision C170 17in Flat CRT (16.0in/406mm VIS) TCO-03 Two-Tone Black Colour Monitor	T37K6xx

WH = Workhorse GM = Global Models E = Intel® Pentium® 4 Processor with 1MB Cache. For additional ThinkCentre compatible options refer to ThinkCentre Options table at the end of the ThinkCentre section.

* = Selected Countries Only

The smallest ThinkCentre desktop without compromise



IBM ThinkCentre S Series

Highlights

- **Intel® Pentium® 4 processors featuring Hyper-Threading Technology (on selected models only) deliver enhanced performance**
- **This Space-saving PC with durable steel chassis is an example of ThinkVantage design which offers unmatched serviceability and upgradability with completely toolless components.**
- **Stable platform available for up to 18 months, following general availability to help reduce testing and qualification costs (select models)**
- **Security models featuring the IBM Embedded Security Subsystem 2.0, an IBM ThinkVantage Technology, tamper detection switch and system cover lock.**
- **Industry-leading manageability tools for rapid system deployment and remote systems management.**
- **Three-year Customer Replaceable Unit (CRU) onsite limited warranty (varies by country)**
- **Range of new optional ThinkVision monitors to complement your ThinkCentre desktop, including power saving flat panel monitors**

Specifications

Processor/Level 2 cache	S50: (Intel Pentium 4 Processor or Intel Celeron® Processor) Intel 865G Intel Pentium 4 Processor Up to 3.06 GHz with 533MHz FSB. Up to 3.20 GHz with 800 MHz FSB and Hyper Threading Technology. Intel Celeron Processor Up to 2.60 GHz with 400MHz FSB + Common Preload shared with ThinkCentre M50. 1 MB Cache featured on selected new models. (512 KB on previous models)
Intel Hyper-Threading Processor Technology	Models with 533 MHz FSB and 3.06 GHz Pentium 4 processor or all models with 800 MHz FSB can benefit from Intel Hyper-Threading Technology This new performance enhancing technology brings multi-tasking capabilities to your ThinkCentre desktop.
Operating System	Microsoft Windows XP Professional. IBM recommends Microsoft Windows XP Professional for Business
Memory	S50 - PC2700 DDR SDRAM , 2 DIMM sockets with Dual Channel Memory support (Dual Channel Memory requires a specific configuration of identical DIMM's from same manufacturer)
Video Graphics / Audio	S50 - Integrated Intel Extreme Graphics 2 (Dynamic Video Memory Technology) Audio - Front microphone and headphone ports, Integrated SoundMAX Cadenza, internal speaker, line in/out.
Hard drive	Ultra ATA-100 (7200rpm rotational speed) + selected models feature Serial ATA-150 for improved interface speeds and cable routing.

Keyboard / Mouse / Diskette	IBM Preferred Pro Keyboard, IBM Optical Wheel mouse (USB) or IBM 2-Button Wheel mouse (PS/2) 3.5" 1.44MB Diskette on selected models.
Network Interface/Communication	Integrated Intel PRO/1000 (Gigabit Ethernet) or Integrated Intel PRO/100 Ethernet. (Both with remote Wake on LAN capability)
Security Features (select models)	System Key Lock, Detection Tamper Switch, IBM Embedded Security Subsystem 2.0 delivering software and hardware based protection.
Slots, Bays and Ports	(8417 / 8183) - Small Desktop (2x3) - 2 PCI slots (half length, full height), 3 bays (up to half height (HH)) 3 bays: (1) 3.5" accessible (diskette) , (1) 3.5" non-accessible (hard disk) and (1) 5.25" HH accessible (optical) (2) serial ports, (1) parallel, (8) USB 2.0 (two front and six rear), (2) PS/2 keyboard and mouse
Software (Varies by country)	Preloaded: Access IBM, IBM Rapid Restore Ultra software - IBM ThinkVantage Technology enhanced productivity tools.. Adobe Acrobat Reader, IBM RecordNow and DLA (CD-RW models only), Intervideo WinDVD player (DVD models only), Norton AntiVirus (OEM Edition) with 3 Months of subscription for updates included, , PC-Doctor, Update Connector Downloadable: IBM Client Security Software (Embedded Security Subsystem 2.0 models only), IBM Director Agent, Software Delivery Assistant, System Migration Assistant License: Lotus Notes Standalone Client (license), Lotus SmartSuite (license)
Warranty:	8417 - 3/3 Customer carry-in CRU 8183 - Limited Onsite CRU (Customer Replaceable Unit)

ThinkCentre S Series Model Comparison

	Processor Speed (GHz)													Intel ChipSet	Front Side Bus Speed (MHz)	Memory: standard/maximum (MB/GB)	Internal Cache	Hard Disk Drive Size (GB)	Serial ATA Hard Drive	Optical Drive	Ethernet (10/100 or Gigabit)	Embedded Security Subsystem	Slots: total/available	Bays: total/available	IBM USB Optical Wheel Mouse	IBM PS/2 Wheel Mouse	Mouse (2 Button)	Part number	Model Type
	S50 - Small Form Factor 2x3 with Intel® Celeron® Processor																												
	2.40	865G	400	256/2	128KB	40		CD-ROM	10/100	2/2	3/1	✓	PZBA4xx	8417-A4G															
	2.50	865G	400	256/2	128KB	40		CD-ROM	10/100	2/2	3/0	✓	PZBA5xx	8417-A5G															
	2.60	865G	400	256/2	128KB	40		CD-ROM	10/100	2/2	3/0	✓	PZBA6xx	8417-A6G															
	S50 - Small Form Factor 2x3 with Intel® Pentium® 4 Processor																												
	2.80	865G	533	256/2	1MB	40		CD-ROM	10/100	2/2	3/0		PZAB8xx	8183-B8G															
	2.80	865G	533	256/2	512KB	40		CD-ROM	10/100	2/2	3/0	✓	PZA74xx	8183-74G															
	2.80	865G	533	256/2	512KB	40		CD-ROM	10/100	2/2	3/0	✓	PZA35xx	8183-35G															
	2.80	865G	533	512/2	512KB	40		CD-ROM	10/100	2/2	3/0	✓	PZA3Gxx	8183-3GG															
	S50 - Small Form Factor 2x3 with Intel Pentium 4 Processor with Hyper-Threading Technology																												
	2.80E	865G	800	256/2	1MB	40		DVD-ROM	10/100	✓	2/2	3/0	✓	PZA7Dxx	8183-7DG														
	2.80	865G	800	512/2	512KB	40		DVD-ROM	Gbit.	✓	2/2	3/0	✓	PZA3Fxx	8183-3FG														
	2.80	865G	800	256/2	512KB	40		CD-ROM	10/100	✓	2/2	3/0	✓	PZA3Jxx	8183-3JG														
	2.80E	865G	800	512/2	1MB	40		DVD-ROM	10/100	✓	2/2	3/0	✓	PZABBxx	8183-BBG														
WH/GM	3.00	865G	800	512/2	512KB	40		DVD-ROM	Gbit.	✓	2/2	3/0	✓	PZA43xx	8183-43G														
	3.00	865G	800	256/2	512KB	40		CD-ROM	10/100	✓	2/2	3/0	✓	PZA4Gxx	8183-4GG														
	3.00	865G	800	512/2	512KB	80	✓	DVD-ROM	10/100	✓	2/2	3/0	✓	PZA4Jxx	8183-4JG														
	3.06	865G	533	256/2	512KB	40		CD-ROM	10/100	2/2	3/0	✓	PZA46xx	8183-46G															
	3.20	865G	800	256/2	512KB	40		CD-ROM	10/100	2/2	3/0	✓	PZA45xx	8183-45G															
	3.20	865G	800	512/2	512KB	40		DVD-ROM	Gbit.	✓	2/2	3/0	✓	PZA48xx	8183-48G														
WH/GM	3E	865G	800	512/2	1MB	40		CD-ROM	Gbit.	2/2	3/0	✓	PZAD7xx	8183-D7G															
	3E	865G	800	512/2	1MB	40		DVD-ROM	10/100	✓	2/2	3/0	✓	PZADCxx	8183-DCG														

Selected ThinkCentre Accessories & Upgrades

IBM ThinkVision L170p 17.0in Hybrid TFT LCD (17.0in/432mm VIS) TCO-99 Business Black Colour Monitor	T34HBxx
256MB USB 2.0 Memory Key	22P9025
1GB PC2700 CL2.5 Non-Parity DDR SDRAM UDIMM (ThinkCentre)	31P8857
48x/24x/48x/16x Max CD-RW/DVD-ROM Combination Drive	22P7031
USB Optical Wheel Mouse	06P4069
IBM ThinkVision C170 17in Flat CRT (16.0in/406mm VIS) TCO-03 Two-Tone Black Colour Monitor	T37K6xx

WH = Workhorse GM = Global Models E = Intel® Pentium® 4 Processor with 1MB Cache. For additional ThinkCentre compatible options refer to ThinkCentre Options table at the end of the ThinkCentre section.

IBM ThinkCentre Accessories & Upgrades

Description

Memory

DIMM/SDRAM

128MB PC2700 CL2.5 Non-Parity DDR SDRAM UDIMM (ThinkCentre)

256MB PC2700 CL2.5 Non-Parity DDR SDRAM UDIMM (ThinkCentre)

512MB PC2700 CL2.5 Non-Parity DDR SDRAM UDIMM (ThinkCentre)

1GB PC2700 CL2.5 Non-Parity DDR SDRAM UDIMM (ThinkCentre)

256MB PC3200 CL2.5 Non-Parity DDR SDRAM UDIMM Memory (ThinkCentre)

512MB PC3200 CL2.5 Non-Parity DDR SDRAM UDIMM Memory (ThinkCentre)

Storage

CD-ROM Drives

48X-20X Internal IDE CD-ROM Drive (Black)

IBM 16X Max RAM-Read DVD-ROM Black Drive

48x/24x/48x/16x Max CD-RW/DVD-ROM Combination Drive

IBM Multi-Burner Plus

IBM 48x/32x/48x Max CD-RW Drive

USB 2.0 Portable CD-RW Drive

IBM USB 2.0 Portable Multi-Burner Drive - Europe

IBM USB 2.0 Portable Multi-Burner Drive

USB 2.0 CD-RW/DVD-ROM Combo Drive

USB Portable CD-ROM Drive

IBM 48x/32x/48x/16x Max CD-RW/DVD-ROM Combination Drive

IBM Multi-Burner Plus

Diskette Drives

IBM 250MB Zip Internal IDE Drive

USB Portable Diskette Drive

Hard Disk Drives/Non Hot Swap

80GB ATA/100 EIDE Hard Disk Drive (7200rpm)

120GB ATA/100 EIDE Hard Disk Drive (7200rpm)

80GB Serial ATA Hard Disk Drive

160GB Serial ATA Hard Disk Drive

Portable 40GB USB 2.0 Hard Drive with Rapid Restore

40GB ATA/100 EIDE SL Hard Disk Drive (5400rpm)

40GB ATA/100 EIDE SL Hard Disk Drive (7200rpm)

Flat Panel Monitors

Flat Panel Essential

IBM ThinkVision L170 17.0in Analogue TFT LCD (17.0in/432mm VIS) TCO-99 Business Black Colour Monitor

IBM ThinkVision L170 17.0in Analogue TFT LCD (17.0in/432mm VIS) TCO-99 Business Black Colour Monitor

IBM ThinkVision L150 15.0in Analogue TFT LCD (15.0in/381mm VIS) TCO-99 Business Black Colour Monitor

IBM ThinkVision L150 15.0in Analogue TFT LCD (15.0in/381mm VIS) TCO-99 Business Black Colour Monitor

Flat Panel Performance

IBM ThinkVision L190p 19.0in Hybrid TFT LCD (19.0in/483mm VIS) TCO-99 Business Black Colour Monitor

IBM ThinkVision L180p 18.1in Hybrid TFT LCD (18.1in/460mm VIS) TCO-99 Business Black Colour Monitor

A300 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4

M50 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4

M50 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4

A30 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4 8192x4

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T18HBXX

Description	A50p 8193/4367 8432/8433 S50/A50 8193/13484 10/8520/8419 M50 8193/13484 10/8199 M50 8193/13484 10/8199 A50 8193 A50 8193/13484 10/8199 Part Number						
	A50p	S50/A50	M50	M50	A50	A50	Part Number
	8193/4367	8193/13484	8193/13484	8193/13484	8193	8193/13484	
	8432/8433	8520/8419	8199	8199			
Sleek 2-Button Pearl White Mouse	✓	✓	✓	✓	✓	✓	28L3674
IBM Sleek 2-Button Mouse - Business Black (PS/2)	✓	✓	✓	✓	✓	✓	28L3675
USB Optical Wheel Mouse	✓	✓	✓	✓	✓	✓	06P4069
Optical 3-Button ScrollPoint Mouse (800dpi) PS/2 & USB	✓	✓	✓	✓	✓	✓	31P7405
Optical 3-Button Travel Wheel Mouse (800dpi) PS/2 & USB	✓	✓	✓	✓	✓	✓	31P7410
Optical 3-Button ScrollPoint Pro Mouse (800dpi) PS/2 & USB	✓	✓	✓	✓	✓	✓	31P8700
Memory Keys							
64MB USB 2.0 Memory Key	✓	✓	✓	✓	✓	✓	22P9024
256MB USB 2.0 Memory Key	✓	✓	✓	✓	✓	✓	22P9025
128MB USB 2.0 High Speed Memory Key	8	8	8	8	8	8	22P9229
Other							
IBM Radial Arm	9	9	9	9	9	9	19K4464
USB Serial Parallel Adapter	✓	✓	✓	✓	✓	✓	22P5298
Projectors							
IBM iLM300 MicroPortable Data/Video Projector (0037A03) - Saudi Arabia	✓	✓	✓	✓	✓	✓	31P6904
Lamp for iLV200 (0038A02) and iLC200 (0039A02) Projectors	10	10	10	10	10	10	31P6936
IBM iLM300 MicroPortable Data/Video Projector (0037A03)	✓	✓	✓	✓	✓	✓	31P69XX
iLV300 Value Data/Video Projector (0038A03)	✓	✓	✓	✓	✓	✓	31P986X
Lamp for iLV300 (0038A03) Projector	11	11	11	11	11	11	31P9870
iLC300 Conference Room Data/Video Projector (0039A03)	✓	✓	✓	✓	✓	✓	31P990X
Lamp for iLC300 (0039A03) Projector	12	12	12	12	12	12	31P9910
Lamp for MicroPortable (0037A02) Projector	13	13	13	13	13	13	33L3456
Lamp for iLM300 (0037A03) Projector	14	14	14	14	14	14	33L3537

- PC2700 and PC2100 memory can co-exist on the same system but will operate at the PC2100 speed.
- PC3200 memory can only be installed on systems with 800mhz front side bus. If mixed with PC2700 on these systems, the operation will default to the PC2700 speed.
- This monitor has been tested with IBM personal computers and is compatible with systems and graphics adapters which comply with the relevant parts of "VESA and industry standards and guidelines for computer display monitor timing" version 1.0 revision 0.8, adopted September 17, 1998. Supported display modes and number of colors are a function of the attaching system unit. The full range of display modes, refresh rates, and number of colors available with this monitor may not be available or supported with all combinations of system units, their operating systems, and application software. Implementation of monitor Plug and Play follows the VESA DDC standard. This standard must also be implemented in the attaching system unit hardware and software to be effective.
- To be used on T860 Flat Panel monitors with serial numbers 66-Axxxx.
- Can be used on the T541 and the T560 Flat Panel monitors
- Many systems have standard Ethernet functions.
- Requires a nearby WiFi compliant wireless LAN access point like 09N9906 or a High Rate Wireless LAN Gateway like 22P6401.
- Supported on Windows 2000 and Windows XP only.
- Can be used to mount a Flat Panel Monitor such as the T54, T55, T56, T74, T85, T86.
- To be used in the Value Based Data/Video and the Conference Room Data/Video Projectors A02 models.
- To be used in the iLV300 Value Data/Video Projector (M/T 0038A03)□
- To be used in the iLC300 Conference Room Data/Video Projector (M/T 0039A03)
- To be used in the MicroPortable Data/Video Projector.
- To be used in the iLM300 MicroPortable Data/Video Projector 0037-A03.

IBM ServicePac for Hardware Warranty Service Upgrade and Maintenance Services

Businesses today are increasingly dependent on information technology and with the rapid evolution and complexity of today's computing environment the need for responsive technical support of all kinds is greater than ever. IBM has responded to this need by developing the IBM ServicePac family of service offerings. Each ServicePac has been created to meet a specific requirement in the marketplace for both Warranty and Maintenance Upgrades.

The Benefits

ServicePac provides a convenient, affordable way for businesses of all sizes to have access to a wide range of information technology support services available from IBM. With ServicePac you can purchase quality 'off the shelf' services designed to meet your priorities, requirements and budgets. They offer a fixed term, fixed price service solution which can be ordered at the same time as you order your machine.

ServicePacs for hardware Warranty Service Upgrade must be purchased within 30 days of the hardware purchase. ServicePacs for Hardware Maintenance Service Upgrade can either be purchased during the warranty period of the product to be effective after the warranty period expires or after the warranty period has expired.

Please select from the attached guide the ServicePac Part Number for the machine type and model purchased.

The service and typical target response times provided by the ServicePac can be seen below.

The period of cover provided by Warranty Service Upgrade ServicePac includes the original product warranty period.

For customer carry in and courier options the typical repair time is 2 business days in the IBM depot plus transit time and, the typical response time for on-site services is next business day

ThinkPad notebooks

3 years Warranty Service Upgrade including on-site next business day, customer carry in or courier collect services.

1 year Maintenance Service Upgrade including on-site next business day or courier collect services.

International Service Enhancement (ISE) for IBM ThinkPad Notebooks
International Service Enhancement is available to customers who travel to countries where their IBM ThinkPad product (as identified by the 4 digit machine type) is serviced by IBM or IBM Authorised representatives. To benefit from this service the customer must register their machine by calling IBM at +44 (0) 1475 893638.

xSeries servers

3, 4 & 5 year on-site Warranty Service Upgrade with a 4 hour response target time and options for 7 day 24 hour cover.

1 year on-site Maintenance Upgrade Service with 4 hour response target and options for 7 day 24 hour cover.

Expansion units

3 years on-site Warranty Service Upgrade with a 4 hour response target time for EXP and FAST units and options for 7 day 24 hour cover.

1 year on-site Maintenance Upgrade Service with 4 hour response target and options for 7 day 24 hour cover.

NetVista/ThinkCentre desktops

3 years Warranty Service Upgrade including on-site service with next business day or customer carry in services.

1 year Maintenance Service Upgrade including on-site next business day service.

ThinkVision Flat panel & CRT monitors

3 years on-site exchange Warranty Service Upgrade.

1 year on-site exchange Maintenance Service Upgrade.

IntelliStation

3 Year Next Business Day On-Site Warranty Service Upgrade.

Hardcopy (HC) ServicePac

BP/customer receives a shrink-wrapped booklet, multilingual, containing:

- user information/explanation - what the booklet is and how to handle
- terms and conditions - contract conditions
- registration card - to be filled in and sent back to IBM - with this the customer is accepting the terms and conditions and allows IBM to register the machine with the ServicePac contract in their entitlement system
- envelope with IBM address - to send back the completed reg. card
- sticker - to attach to the corresponding machine.

Electronic (ePac) ServicePac

IBM has made it easy to activate ServicePac on-line via the Internet. Electronic ServicePac is always available for ordering and never out of stock as there are no hard copy registration forms to deliver. On-line registration provides ease of use and clarity and is particularly convenient for large volumes of machines being registered in one country. It also allows for the attachment of PC files containing machine type inventories in one go, saving time and expense, with no more hard copy registration forms to return. Once an Electronic ServicePac order is placed the customer is given a unique registration number to enable on-line registration.

For more information and to register, visit the Electronic ServicePac web site at ibm.com/services/servicepac/emea

IBM ServicePacs Listings

IBM ThinkPad Notebooks (These ServicePacs do not include cover for the ThinkPad battery)

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM ThinkPad notebooks – 3 year on-site Warranty Service Upgrade next business day response				
I Series	1161	PC44	14J1375	14J1490
I Series	1171			
R32	2658			
R30, R31	2656			
A21E, A22E	2655			
A30M, A31M	2652			
A21M, A21M, A23M	2628			
R40	2681			
R40e	2684			
R40	2722			
R50	1829			
G40	2388			
X22, X23, X24	2662			
T30	2366	PC45	14J1376	14J1491
T40	2373			
A30P, A31P	2653			
T21, T22, T23	2647			
A21P, A22P	2629			
R30, R31	2657			
R32	2659			
X30	2672			
R40	2682			
R40	2723			
R50	1830			
X40	2371			
R50P	1832			

IBM ThinkPad notebooks – 1 year on-site Maintenance Service Upgrade next business day response				
380/385	2635	PC164	N/A	61P7676
390	2626			
A Series	2628			
A Series	2629			
I Series	1161			
I Series	1171			
T Series T23	2647			
T Series X24	2662			
200	2611			
I Series 1400/1500	2621			
I Series	2651			
A Series	2655			
240	2609			
560	2640			
570	2644			
600	2645			
A Series A31	2652			
R Series R31	2657			
R51	1830			
T42p	2373			
X31	2672			
R32	2659			
R31	2656			
R32	2658			
R40	2722			

Note: Maintenance Service Upgrades are applicable to all ServicePac Countries with the exception of Belgium & Czech Republic.

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM ThinkPad notebooks – 3 year courier collect Warranty Service Upgrade next business day response				
R32	2658	PC56	87H8399	87H8405
R30, R31	2656			
R50	1829			
A21E, A22E	2655			
A30M, A31M	2652			
A21M, A21M, A23M	2628			
i Series	1171			
i Series	1161			
R40	2681			
R40e	2684			
R40	2722			
G40	2388			
T30	2366			
T40	2373			
A21P, A22P	2629	PC57	87H8401	87H8407
T21, T22, T23	2647			
A30P, A31P	2653			
R30, R31	2657			
R32	2659			
X22, X23, X24	2662			
X30	2672			
R40	2682			
R40	2723			
X40	2371			
R50	1830			
R50P	1832			

IBM ThinkPad notebooks – 1 year courier collect Maintenance Service Upgrade				
380/385	2635	PC163	N/A	61P7675
390	2626			
A Series	2628			
A Series	2629			
I Series	1161			
I Series	1171			
T Series T23	2647			
T Series X24	2662			
200	2611			
I Series 1400/1500	2621			
I Series	2651			
A Series	2655			
240	2609			
560	2640			
570	2644			
600	2645			
A Series A31	2652			
R Series R31	2657			
X31	2672			
R32	2659			
R31	2656			
R32	2658			
R40	2722			

Note: Maintenance Service Upgrades are applicable to all ServicePac Countries with the exception of Belgium & Czech Republic.

IBM ThinkPad notebooks – 3 year customer carry in Warranty Service Upgrade				
R32	2658	PC55	87H8397	87H8403
R30, R31	2656			
A21E, A22E	2655			
A30M, A31M	2652			
A21M, A21M, A23M	2628			
i Series	1171			
i Series	1161			
R40	2681			
R40e	2684			

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
R40	2722			
R50	1829			
G40	2388			

IBM Netvista/Thinkcentre (These ServicePacs do not include cover for Monitors or Flat Panel displays)

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM Netvista/Thinkcentre desktops - 3 year on-site Warranty Service Upgrade next business day response				
X41 All Models	2283	PC58	14J1510	14J1511
X40 All Models	6643			
A21i / A21 All Models	2257	PC40	14J1452	14J1488
A20 All Models	6266			
A20 All Models	6269			
A20 All Models	6270			
A21i / A21 All Models	6339			
A21i / A21 All Models	6341			
A21i / A21 All Models	6342			
A22p All Models	6343			
A22p All Models	6349			
A22p All Models	6350			
A22p All Models	6823			
A22p All Models	6825			
A40 All Models	6831			
40 All Models	6832			
A30/A30p All Models	8309			
A30/A30p All Models	8310			
A30/A30p All Models	8313			
A50P All Models	8193			
A50P All Models	8194			
A30 All Models	8198			
M42 All Models	8317			
S42 All Models	8317			
S50 All Models	8183			
S50 All Models	8184			
S50 All Models	8191			
S50 All Models	8417			
M41 All Models	6790	PC107	61P7342	61P7258
	6792			
	6794			
X41 All Models	6274			
	8301			
M42 All Models	8303			
	8305			
	8307			
	8319			
M50 All Models	8185			
	8187			
	8189			
X40i All Models	2179	PC65	14J1526	14J1527
A40i All Models	2251	PC79	N/A	87H8553
A40i All Models	2271			
A20i All Models	6276			

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM NetVista/ThinkCentre desktops - 3 years on-site Warranty Service Upgrade 2nd business day response				
S50	8183	PC220	N/A	14R1342

Note, PC220 is not available in Central Region.

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM NetVista/ThinkCentre desktops – 1 year on-site Maintenance Service Upgrade next business day response				
Aptiva	2139	PC160	N/A	61P7672
Aptiva	2142			
Aptiva	2140			
Aptiva	2137			
Aptiva	2138			
Aptiva	2153			
Aptiva	2158			
Aptiva	2163			
Aptiva	2170			
Ocean Cliff	2171			
Aptiva	2172			
Vegas	2193			
Vegas	2194			
PC300	6272			
PC300	6275			
PC300	6282			
PC300	6285			
PC300	6287			
NetVista	6269			
PC300	6277			
PC300	6562			
PC300	6563			
PC300	6564			
S50	8417			
A21i	2257			
A20	6266			
A21	6339			
A22	6341			
A22p	6349			
A22p	6350			
A40	6831			
A60i	6832			
A20i	6276			
X41	2283			
X40i	2179			
N70	8366			
S50	8183			

Note: Maintenance Service Upgrades are applicable to all ServicePac Countries with exception of Belgium & Czech Republic.

IBM NetVista (Thin Client models) – 3 year on-site exchange Warranty Service Upgrade next business day response				
N2200 All Models	8363	PC90	N/A	87H8589
N2800 All Models	8364			
N70 All Models	8366			

IBM Monitors

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM Flat Panel Monitors – 3 year on-site exchange Warranty Service Upgrade next business day response				
T710 All Models	6637	MN02	14J1433	14J1486
T545 All Models	6653			
T750 All Models	6657			
T84H All Models	6658			
T56 All Models	9493			
T74 All Models	9495			
T86 All Models	9497			
T540 All Models	9511			
T55 All Models	9513			
T85 All Models	9519			
T560 All Models	6656			
L170p All Models	6734			
L180p All Models	9180			
L190P All Models	2704			
L200p All Models	6736			
T860 All Models	9494			
T541 All Models	9512			

Note: ServicePac MN02 is applicable for machines with a Customer Carry-In base warranty and vary by country. Contact your local IBM Business Partner for specific country details.

IBM Flat Panel Monitors – 1 Year on-site exchange Maintenance Service Upgrade next business day response				
T540 All Models	9511	PC162	N/A	61P7674
T55 All Models	9513			
T56 All Models	9493			
T85 All Models	9519			
T86 All Models	9497			

Note: Maintenance Service Upgrades are applicable to all ServicePac Countries with the exception of Belgium & Czech Republic.

IBM CRT Monitors – 3 year on-site exchange Warranty Service Upgrade next business day response				
E54 All Models	6331	MN01	14J1432	14J1485
E74 All Models	6332			
E74M All Models	6517			
G94 All Models	6549			
P76 All Models	6550			
P96 All Models	6551			
P260 All Models	6552			
G78 All Models	6627			
E94 All Models	6634			
P77 All Models	6639			
P97 All Models	6651			
C220p All Models	6735			
P275 All Models	6652			
C170 All Models	6737*			
C190 All Models	6739*			
E51 All Models	6333	MN04	14J1537	14J1538

Note: ServicePac MN01 and MN04 are applicable for machines with a Customer Carry-In base warranty and vary by country. Contact your local IBM Business Partner for specific country details.

IBM CRT Monitors – 1 Year on-site exchange Maintenance Service Upgrade next business day response				
E54 All Models	6331	PC161	N/A	61P7673
E74 All Models	6332			
E51 All Models	6333			
G78 All Models	6627			
G94 All Models	6549			
P76 All Models	6550			
P96 All Models	6551			
P260 All Models	6552			

IBM xSeries Server

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM xSeries server – 3 year on-site Warranty Service Upgrade 7 day 24 hour cover 4 hour response target				
xSeries 370	8681	PC28	14J1315	14J1322
xSeries 240	8664	PC29	14J1316	14J1323
xSeries 250	8665	PC31	14J1318	14J1484
xSeries 200	8478	PC47	14J1466	14J1474
xSeries 200	8479			
xSeries 220	8645			
xSeries 220	8646			
xSeries 220	8657	PC49	14J1468	14J1476
xSeries 340	8656			
xSeries 330	8675			
xSeries 230	8658			
xSeries 360	8686	PC51	14J1470	14J1478
xSeries 350	8682	PC53	14J1472	14J1480
xSeries 300	8672	PC91	29P0267	29P0268
xSeries 330	8654			
xSeries 330	8674			
xSeries 380	8683	PC93	N/A	29P0281
xSeries 232	8668	PC95	87H8623	87H8622
xSeries 342	8669			
xSeries 345	8670			
xSeries 235	8671			
xSeries 335	8676			
xSeries 225	8685			
xSeries 200	8481	PC99	N/A	61P7242
xSeries 325	8835			
xSeries 343	8827	PC113	N/A	61P7347
xSeries 440	8687	PC105	N/A	61P7343
xSeries 205	8480	PC121	N/A	61P7393
xSeries 305	8673			
xSeries 225	8647	PC124	61P7455	61P7418
xSeries 225	8649			
xSeries Blade	8677	PC139	N/A	61P7613
xSeries Blade	8678	PC145	N/A	61P7625
xSeries Blade	8832			
xSeries 445	8870	PC204	N/A	96P2880
EXP 400	1733	PC222	N/A	14R1479
xSeries 365	8862	PC224	N/A	14R1573
xSeries 365	8861	PC230	N/A	14R1585
xSeries Blade JS20	8842	PC236	N/A	14R1654
xSeries 455	8855	PC242	N/A	14R1666

IBM xSeries server – 4 year on-site Warranty Service Upgrade 7 day 24 hour cover 4 hour response target				
xSeries 200	8478	PC166	N/A	96P2379
xSeries 200	8479			
xSeries 200	8645			
xSeries 220	8646			
Netfinity 3500 M20	8657	PC170	N/A	96P2387
xSeries 230	8658			
xSeries 360	8686			
xSeries 300	8672	PC174	N/A	96P2395
xSeries 330	8674			
xSeries 330	8654			
xSeries 232	8668	PC178	N/A	96P2403
xSeries 342	8669			
xSeries 255	8685			
xSeries 235	8671			
xSeries 345	8670			
xSeries 335	8676	PC191	N/A	96P2656
xSeries 205	8480			
xSeries 305	8673			

xSeries 225	8647	PC195	N/A	96P2664
xSeries 225	8649			
xSeries 445	8870	PC206	N/A	96P2884
xSeries 325	8835	PC217	N/A	14R1066
xSeries 365	8862	PC226	N/A	14R1575
xSeries 365	8861	PC232	N/A	14R1587
xSeries Blade JS20	8842	PC238	N/A	14R1656
xSeries 455	8855	PC244	N/A	14R1668

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM xSeries server – 5 year on-site Warranty Service Upgrade 7 day 24 hour cover 4 hour response target				
xSeries 200	8478	PC168	N/A	96P2383
xSeries 200	8479			
xSeries 200	8645			
xSeries 220	8646			
Netfinity 3500 M20	8657	PC172	N/A	96P2391
xSeries 230	8658			
xSeries 360	8686	PC176	N/A	96P2399
xSeries 300	8672			
xSeries 330	8674			
xSeries 330	8654			
xSeries 232	8668	PC180	N/A	96P2407
xSeries 342	8669			
xSeries 255	8685			
xSeries 235	8671			
xSeries 345	8670			
xSeries 335	8676	PC192	N/A	96P2658
xSeries 205	8480			
xSeries 305	8673	PC196	N/A	96P2666
xSeries 225	8647			
xSeries 225	8649	PC208	N/A	96P2888
xSeries 445	8870			
xSeries 325	8835	PC219	N/A	14R1070
xSeries 365	8862	PC228	N/A	14R1577
xSeries 365	8861	PC234	N/A	14R1589
xSeries Blade JS20	8842	PC240	N/A	14R1658
xSeries 455	8855	PC246	N/A	14R1670

IBM xSeries server – 1 year on-site Maintenance Service Upgrade 7 day 24 hour cover 4 hour response target				
X330	8654	PC148	N/A	61P7660
X330	8675			
X300	8672			
X330	8674			
X200	8481			
X342	8827	PC150	N/A	61P7662
X370	8681			
X340	8656	PC152	N/A	61P7664
X230	8658			
X250	8666			
X342	8669			
X240	8664			
X250	8665	PC154	N/A	617666
X232	8668			
X350	8682			
X360	8686			
X200	8478			
X200	8479	PC156	N/A	61P7668
X220	8645			
X220	8646			
Netfinity 3500 M20	8657			
X325	8835	PC182	N/A	61P7678
X335	8676			
EXP200	3530			
EXP300	3531			
EXP500	3560			

Note: Maintenance Service Upgrades are applicable to all ServicePac Countries with the exception of Belgium & Czech Republic.

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM xSeries server – 3 year on-site Warranty Service Upgrade business hours 4 hour response target				
xSeries 240	8664	PC30	14J1317	14J1324
xSeries 250	8665	PC32	14J1319	14J1483
xSeries 370	8681	PC36	14J1329	14J1331
xSeries 200	8478	PC46	14J1465	14J1473
xSeries 200	8479			
xSeries 220	8645			
xSeries 220	8646			
xSeries 220	8657	PC48	14J1467	14J1475
xSeries 340	8656			
xSeries 330	8675	PC50	14J1469	14J1477
xSeries 230	8658			
xSeries 360	8686	PC52	14J1471	14J1479
xSeries 350	8682			
xSeries 300	8672	PC92	29P0264	29P0265
xSeries 330	8654			
xSeries 330	8674			
xSeries 232	8668			
xSeries 342	8669	PC94	87H8620	87H8619
xSeries 345	8670			
xSeries 235	8671			
xSeries 335	8676			
xSeries 225	8685	PC98	N/A	61P7240
xSeries 200	8481			
xSeries 325	8835	PC112	N/A	61P7345
xSeries 343	8827			
xSeries 205	8480	PC120	61P7426	61P7392
xSeries 305	8673			
xSeries 225	8647	PC123	61P7454	61P7417
xSeries 225	8649			
xSeries Blade	8678	PC142	N/A	61P7619
xSeries Blade	8832			
xSeries 445	8870	PC203	N/A	96P2878
EXP 400	1733	PC221	N/A	14R1477
xSeries 365	8862	PC223	N/A	14R1572
xSeries 365	8861	PC229	N/A	14R1584
xSeries Blade JS20	8842	PC235	N/A	14R1653
xSeries 455	8855	PC241	N/a	14R1665

IBM xSeries server – 4 year on-site Warranty Service Upgrade business hours 4 hour response target				
xSeries 200	8478	PC165	N/A	96P2377
xSeries 200	8479			
xSeries 200	8645			
xSeries 220	8646			
Netfinity 3500 M20	8657	PC169	N/A	96P2385
xSeries 230	8658			
xSeries 360	8686			
xSeries 300	8672	PC173	N/A	96P2393
xSeries 330	8674			
xSeries 330	8654			
xSeries 232	8668	PC177	N/A	96P2401
xSeries 342	8669			
xSeries 255	8685			
xSeries 235	8671			
xSeries 345	8670			
xSeries 335	8676			
xSeries 205	8480	PC189	N/A	96P2652
xSeries 305	8673			
xSeries 225	8647	PC193	N/A	96P2660
xSeries 225	8649			
xSeries 445	8870	PC205	N/A	96P2882
xSeries 325	8835	PC216	N/A	14R1064
xSeries 365	8862	PC225	N/A	14R1574

xSeries 365	8861	PC231	N/A	14R1586
xSeries Blade JS20	8842	PC237	N/A	14R1655
xSeries 455	8855	PC243	N/A	14R1667

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM xSeries server – 5 year on-site Warranty Service Upgrade business hours 4 hour response target				
xSeries 200	8478	PC167	N/A	96P2381
xSeries 200	8479			
xSeries 200	8645			
xSeries 220	8646			
Netfinity 3500 M20	8657	PC171	N/A	96P2389
xSeries 230	8658			
xSeries 360	8686			
xSeries 300	8672			
xSeries 330	8674	PC175	N/A	96P2397
xSeries 330	8654			
xSeries 232	8668			
xSeries 342	8669			
xSeries 255	8685	PC179	N/A	96P2405
xSeries 235	8671			
xSeries 345	8670			
xSeries 335	8676			
xSeries 205	8480	PC190	N/A	96P2654
xSeries 305	8673			
xSeries 225	8647	PC194	N/A	96P2662
xSeries 225	8649			
xSeries 445	8870	PC207	N/A	96P2886
xSeries 325	8835	PC218	N/A	14R1068
xSeries 365	8862	PC227	N/A	14R1576
xSeries 365	8861	PC233	N/A	14R1588
xSeries Blade JS20	8842	PC239	N/A	14R1657
xSeries 455	8855	PC245	N/A	14R1669

IBM xSeries server – 1 year on-site Maintenance Service Upgrade business hours 4 hour response target				
X330	8654	PC149	N/A	61P7661
X330	8675			
X330	8672			
X330	8674			
X200	8481			
X343	8827			
X370	8681	PC151	N/A	61P7663
X340	8656	PC153	N/A	61P7665
X230	8658			
X250	8666			
X342	8669			
X240	8664	PC155	N/A	617667
X250	8665			
X232	8668			
X350	8682			
X360	8686			
X200	8478	PC157	N/A	61P7669
X200	8479			
X220	8645			
X220	8646			
Netfinity 3500 M20	8657			
X325	8835			
X335	8676	PC181	N/A	61P7677
EXP200	3530			
EXP300	3531			
EXP500	3560			

Note: Maintenance Service Upgrades are applicable to all ServicePac Countries with the exception of Belgium & Czech Republic.

IBM xSeries server – 3 year on-site Warranty Service upgrade next business day response				
xSeries 205	8480	PC119	61P7423	61P7391
xSeries 305	8673	PC125	61P7424	61P7422
xSeries 225	8647	PC122	61P7453	61P7416
xSeries 225	8649			

xSeries 325	8835	PC213	N/A	14R1058
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Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM xSeries server – 4 year on-site Warranty Service Upgrade next business day response				
xSeries 205	8480	PC183	N/A	96P2640
xSeries 305	8673	PC185	N/A	96P2644
xSeries 225	8647	PC187	N/A	96P2648
xSeries 225	8649			
xSeries 325	8835	PC214	N/A	14R1060

IBM xSeries server – 5 year on-site Warranty Service Upgrade next business day response				
xSeries 205	8480	PC184	N/A	96P2642
xSeries 305	8673	PC186	N/A	96P2646
xSeries 225	8647	PC188	N/A	96P2650
xSeries 225	8649			
xSeries 325	8835	PC215	N/A	14R1062

Machine Description	Machine Type	Pac No.	Hardcopy (HC) ServicePac Part No.	Electronic (E) ServicePac Part No.
IBM IntelliStation – 3 year on-site Warranty Service Upgrade next business day response				
All models	6202	PC106	N/A	61P7315
	6204			
	6214			
	6803			
	6836			
	6846			
	6849			
	6850			
	6851			
	6868			
	6894			

IBM Expansion Units – 3 year on-site Warranty Service Upgrade business hours 4 hour response target				
EXP200	3530	PC38	14J1367	14J1373
EXP300	3531			
EXP500	3560			
EXP700	1740			
FAST 200	3542	PC84	N/A	87H8540
FAST 500	3552			
FAST 700	1742			
LTO Models R20/220/LXU	3600	PC100	N/A	29P0391
LTO Model 109	3600	PC108	N/A	61P7265

IBM Expansion Units – 3 year on-site Warranty Service Upgrade 7 day 24 hour cover 4 hour response target				
EXP200	3530	PC39	14J1368	14J1374
EXP300	3531			
EXP500	3560			
EXP700	1740			
FAST 200	3542	PC85	N/A	87H8541
FAST 500	3552			
FAST 700	1742			
LTO Models R20/220/LXU	3600	PC101	N/A	29P0393
LTO Model 109	3600	PC102	N/A	29P0414

IBM Expansion Units – 3 year on-site Warranty Service Upgrade 7 day 24 hour cover same day response				
RXE100	8684	PC103	N/A	61P7245

IBM Expansion Units – 5 year on-site Warranty Service Upgrade 7 day 24 hour cover same day response				
RXE100	8684	PC104	N/A	61P7247

180 Day Startup				
180 day of startup support on IBM eServer xSeries systems.	8684	PC110*	61P7383	N/A

Provides remote telephone support on newly purchased IBM eServer xSeries systems. The ServicePac is valid within the first year after purchase for a period of 180 days once registered. Further information about any of the ServicePac services described can be found in the IBM announcement letters at www.ibm.link.ibm.com

IBM PCD Third Party Options Portfolio

The Third Party Options portfolio has been created to provide a strategic, non-IBM branded product set that enhances the existing IBM ThinkPad, ThinkCentre, ThinkVision and Think Accessories Brands.

The Third Party Options portfolio allows IBM to present a selection of non IBM products, enabling IBM Business Partners and Customers to order from IBM whilst leveraging the manufacturers' direct service and support capabilities.

Service

All Third Party products carry standard service and warranty as supplied directly from the manufacturer of the product.

Please note that IBM does not provide service and warranty directly on any of the non - IBM branded products within the PCD Third Party Options Portfolio. For further details, contact the relevant manufacturer directly.



Neoware Thin Clients

Low total cost of ownership (TCO) - resulting from simple design and the absence of disk drives.

Fast application deployment - the acknowledged benefit of adopting a server-based computing.

Reliability and long lifecycle - that can translate into low hardware failure and excellent productivity

Enhanced security and protection - limited number of local applications and minimal storing of local data

Centralized management - Easy to administer using Neoware's ezRemote management software

Neoware Model Comparison

Product	Model	IBM P/N	Neoware P/N	Processor	Memory	Flash Disk	Preload	Color
Capio	508	31P9735	CP4A-AA-D00	300MHz ¹	32MB	16MB	NeoLinux	Silver
	610	31P9736	CP4J-BA-D00	300MHz ¹	32MB	16MB	Windows® CE.NET	Silver
	620	73P2157	CP4H-CB-D00	300MHz ¹	64MB	32MB	Windows CE.NET	Silver
Eon	3000i	31P9526	BA-EON3000I-36E	300MHz ¹	64MB	16MB	Windows CE.NET	Anthracite
	4000s	31P8180	BA-EON4000S-26E	300MHz ¹	64MB	32MB	NeoLinux	Anthracite
	6300t	73P2158	BA-EON6300T-5E	800MHz ²	256MB	256MB	Windows XPe	Silver

Note (1) system units and the keyboard/country kits priced separately.

Note (2) system units are shipped with a standard European power cable and cream-colored 2 button PS2 mouse.

Note (3) Details of the IBM and Neoware business relationship and worldwide contacts, please refer to:

www.pc.ibm.com/us/neoware

Note (4) Capio models in EMEA: 508, 610, 620, 800 - In North America, these models are branded EON Proven: 2100, 3100, 3100 Option, 6100.

Keyboard and Power Cords (country kits)

Most Capio and Eon thin clients share the same keyboard part number. Note the exceptions are listed under the Capio section below. All keyboards sold separately.

IBM P/N	Neoware P/N	Country / Language	IBM P/N	Neoware P/N	Country / Language
Capio:					
73P2159	KB-NCS-KIT-UK	UK	73P2161	KB-NCS-KIT-DA	Denmark
73P2160	KB-NCS-KIT-SG	Swiss-German	73P2162	KB-NCS-KIT-IT	Italy
EON:					
31P7598	KB-N-STD-US	US	31P6213	KB -N-STD-NO	Norway
31P6205	KB-N-KIT-UK	UK	31P6214	KB -N-STD-SW	Sweden / Finland
31P6209	KB -N-STD-FR	France	31P6216	KB -N-STD-SP	Spain
31P6210	KB -N-STD-GE	Germany	31P6217	KB -N-STD-PO	Portugal
31P6206	KB -N-STD-SG	Swiss-German	31P6208	KB -N-STD-IT	Italy
31P6211	KB -N-STD-BE	Belgium	N/A	KB -N-STD-IS	Israel
31P6207	KB -N-STD-DA	Denmark	N/A	KB -N-STD-SA	South Africa
31P6212	KB -N-STD-DU	Dutch			

Neoware Service and Limited Warranty

Software Technical Support: English Language. 1 year Telephone. Email support available.

Hardware Warranty Period: Extended 3 year. Return-to-Base.

Other Products

Product Manufacturer	Product Description	Manufacturer Part code	IBM Part No
Ether.			
Bretford	Bretford Cart for TP – Italy	LAPTG -15TT-GM	22P8650
Bretford	Bretford Cart UK/Ireland	LAPTG -15KK-GM	33L5065
Bretford	Bretford Cart for TP – Swiss	LAPTG -15WW-GM	33L5066
Bretford	Bretford Cart for TP – Fra,Bel	LAPTG -15BB-GM	22P8651
Bretford	Bretford Cart for TP – Euro	LAPTG -15ZZ-GM	33L5067
Bretford	Bretford Cart for S.Africa	LAPTG -15FF-GM	22P8652
Security			
Targus	DEFCON Fingerprint Authenticator incl. 2 Port USB Hub	PA460E	31P8944
Targus	Targus Rolling Case CTM 700	CTM700	31P9336
Media			
Imega	Zip 750MB USB 2.0 Drive (UK)	32400	06P4088
Imega	Zip 750MB Media – 3 Pack	32477	06P9994
Security			
Kensington	SlimMicrosaver Keylock Bulk Pack (50 units in Box)	64083	31P9337
Other			
Bakker Elkhuizen	Bakker Elk BNEQ220-P ErgoQ Stand	BNEQ220-P	22P9279
Belkin	Belkin USB Bluetooth Adaptor German Version	F8T001DE	73P2676
Belkin	Belkin USB Bluetooth Adaptor Dutch Version	F8T001DF	73P2677
Belkin	Belkin USB Bluetooth Adaptor French Version	F8T001FR	73P2680
Belkin	Belkin USB Bluetooth Adaptor Scandinavian Version	F8T001YY	73P2681
Belkin	Belkin USB Bluetooth Adaptor Italian / Portuguese / Spanish	F8T001EF	73P2679
Belkin	Belkin USB Bluetooth Adaptor UK Version	F8T001UK	73P2675
3com	3Com Personal Firewall PC Card Type II (single)	3CRFW102	73P2720
3com	3Com Personal Firewall PC Card Type II (20 pack)	3CRFW102-020	73P2721
3com	3Com Personal Firewall PC Card Type III (single)	3CRFW103	73P2722
3com	3Com Personal Firewall PC Card Type III (20 pack)	3CRFW103 - 020	73P2723

Country Response Centres

For any queries or questions please contact your country response centre.

Austria: (43) 1211 45 0
Croatia: (3851) 630 8100
Denmark: (45) 80311010
Greece: (30)1 6881220
Israel: (972) 39188111
Middle East: (971) 43321321
Norway: (47) 66998000
Romania: (401) 2241544
Slovakia: (421) 2 4929 1001
South Africa: 0800 128 128
Switzerland: (41) 58 333 44 55

Bulgaria: (359) 2 973 3163
Czech Republic: 0800 100 088
Finland: (358) 94591
Hungary: (36) 13825500
Italy: (39) 0270312168
Netherlands: (31) 205135151
Poland: 0800 105 501
Russia: (7) 095 940 2000
Slovenia: (386)14796600
Sweden: (46) 87931900
Turkey: (90) 2123171000

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IBM recommends Microsoft® Windows® XP Professional.

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